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## **Games Haven UK: Safeguarding Policy**

# **Safeguarding Policy for Games Haven UK Guest Speakers**

### **Introduction**

Games Haven UK is fully committed to ensuring the safety, welfare, and dignity of all our Guest Speakers, clients, and staff. This safeguarding policy outlines the measures in place to protect Guest Speakers, clients, and staff from abuse, harassment, or harm while working at venues, during travel, and in any professional engagements arranged through our company.

Our priority is to provide a safe, respectful, and professional environment in which all Guest Speakers can perform and work without fear of mistreatment. This policy aims to establish clear expectations and procedures for identifying, reporting, and addressing safeguarding concerns.

### **Scope**

This policy applies to all Guest Speakers, contractors, clients, and staff working under or in partnership with Games Haven UK. It covers performances, travel, communications, and any interactions with audiences, venue staff, clients, or fellow Guest Speakers, clients, and staff.



## Key Principles

### 1. Zero Tolerance for Abuse

Games Haven UK operates a zero-tolerance approach to abuse, harassment, bullying, or any form of mistreatment toward our Guest Speakers. This includes verbal, physical, sexual, or emotional abuse from venue staff, clients, patrons, or other Guest Speakers, clients, and staff.

### 2. Dignity and Respect

Every Guest speaker, their staff have the right to work in an environment free from harassment and intimidation. We expect all parties, including venue managers, security, and patrons, to treat our Guest Speakers with dignity and respect at all times.

### 3. Clear Reporting Procedures

Games Haven UK has implemented a clear and accessible reporting system for any safeguarding concerns. All reports will be treated confidentially and addressed promptly, with appropriate follow-up and actions taken.

### 4. Proactive Venue Management Engagement

We will work closely with venue managers to ensure they uphold the same standards of protection for Guest Speakers, clients, and staff as they do for their own staff. Venue staff, including security, must be proactive in addressing abusive behaviour from patrons or other sources.

### 5. Continuous Improvement

We are committed to continually improving our safeguarding processes, based on feedback from Guest Speakers and the changing nature of the entertainment industry.

## Definitions of Abuse and Harassment

- **Verbal Abuse:** Use of language intended to degrade, belittle, or intimidate, including heckling and inappropriate comments.
- **Physical Abuse:** Any form of violence or threatening behaviour, including unwanted physical contact.
- **Sexual Harassment:** Unwelcome sexual advances, gestures, or comments, as well as any behaviour that makes an entertainer feel uncomfortable or unsafe.
- **Emotional Abuse:** Behaviours intended to cause emotional distress, such as



isolating, undermining, or belittling a Guest speaker.

## **Responsibilities**

### **• Games Haven UK**

It is the responsibility of Games Haven UK to ensure that all Guest Speakers are briefed on safeguarding measures before performances, including how to report concerns.

### **• Guest Speakers**

Guest Speakers are encouraged to report any safeguarding concerns they may have. Guest Speakers, clients, and staff should feel empowered to express any discomfort or concern without fear of reprisal.

### **• Venue Managers and Staff**

Venue managers must ensure that their staff are aware of and adhere to the safeguarding policies, providing protection for Guest Speakers as they would their own employees. Immediate action must be taken in response to any incidents of abuse or harassment.

## **Reporting Abuse and Safeguarding Concerns**

Any incidents or concerns should be reported through the following steps:

### **1. Immediate Action**

If an incident occurs during a performance, venue security or management should be notified immediately to de-escalate the situation.

### **2. Reporting to Games Haven UK**

Guest Speakers should report all incidents to Games Haven UK via our designated safeguarding officer as soon as possible after the event. Reports can be made verbally or in writing via email or phone.

### **3. Follow-Up**

Once a report is received, Games Haven UK will take immediate steps to investigate and address the concern. We will liaise with venue management and other relevant parties to ensure appropriate action is taken.



#### **4. Confidentiality**

All reports will be treated with strict confidentiality. However, if the situation warrants, we will report incidents to the authorities in compliance with the law.

#### **5. Support for Guest Speakers**

Games Haven UK will offer emotional support and resources to any entertainer who has

experienced abuse or harassment. This may include access to counselling or other services professional services.

### **Heckling and Verbal Abuse**

Games Haven UK recognises that occasional good banter and heckling is often a part of Talks and live demonstrations. However, there is a clear distinction between playful interaction and harmful verbal abuse. Guest Speakers, clients, and staff should feel confident that they can request support from venue staff if heckling crosses the line into personal attacks, harassment, or creates an unsafe environment.

#### **1. Guest Speakers, clients, and staff's Rights**

Guest Speakers, clients, and staff have the right to stop their performance or ask for venue staff intervention if they feel that heckling is aggressive, offensive, or crosses personal boundaries.

#### **2. Venue Responsibilities**

Venue managers and security must be prepared to intervene if a Guest speaker is subjected to harmful verbal abuse from the audience. Offenders should be warned or removed if necessary.

### **Prevention of Abuse**

To prevent abuse, Games Haven UK will:

- Brief all Guest Speakers on their rights and the safeguarding measures in place



before every performance.

- Liaise with venue managers to ensure they understand the safeguarding policy and their role in upholding it.
- Provide clear, accessible channels for Guest Speakers to report concerns.

## **Review and Monitoring**

Games Haven UK will review this safeguarding policy annually and make any necessary updates to improve its effectiveness. Feedback from Guest Speakers, clients, and staff and other stakeholders will be sought to ensure all concerns are addressed.

## **Out of Hours Safety and Contact Policy**

At Games Haven UK, the safety and well-being of our Guest Speakers, clients, and staff and staff is our top priority. To ensure clear communication and support, we operate a structured working hours scheme. However, we understand the nature of our industry may require flexibility, and we are committed to providing support even beyond regular office hours.

### **Office Hours:**

Our standard office hours are from 9 AM to 5 PM, Monday to Saturday. Outside of these hours, including Sundays and public holidays, we encourage you to leave us a message, and we will get in touch with you at the earliest opportunity.

### **On-Site Support During Events:**

For any Games Haven UK events, rest assured that a member of our team or an appointed representative will always be on-site to assist with any concerns or issues that may arise. We are dedicated to ensuring the smooth running of performances, and should you need support, someone will always be available to help.

### **Off-Hours Safety Checks:**

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As part of our commitment to Guest speakers safety, there may be instances where we need to establish further security measures or ensure safe travel home after an event. In such cases, we may contact acts outside of office hours if we feel it is necessary for their safety. This could involve confirming transport arrangements or coordinating off-site security to ensure all parties reach their destination safely.

## **Availability for Safety Concerns:**

While our office may be closed outside regular hours, we understand that safety doesn't operate on a schedule. We will remain available for any urgent safety concerns, especially when it comes to the protection and security of our Guest Speakers.

We are committed to maintaining an environment where Guest Speakers, clients, and staff feel safe, supported, and secure, both during and after events. Please don't hesitate to reach out if you have any concerns, and we will always do our best to assist.

## **Final Thoughts**

The safety, dignity, and well-being of our Guest Speakers are of paramount importance. Games Haven UK is committed to fostering an environment where all Guest Speakers, clients, and staff can focus on their craft without fear of abuse or harassment. We are here to support you and ensure that your working conditions remain safe and respectful.

For any safeguarding concerns or to report an incident, please contact:

**Robert Powell**

**Games Haven UK Safeguarding Officer**

Email: [admin@GamesHaven.co.uk](mailto:admin@GamesHaven.co.uk)

Phone:



## 6. Additional Information or Comments

If you wish to provide any further information or have additional comments, please feel free to contact us directly at [info@gameshaven.co.uk](mailto:info@gameshaven.co.uk) or by phone ]. We value your input and encourage open communication throughout this process.

Thank you once again for your diligence in bringing this matter to our attention. We assure you that Games Haven UK is committed to fostering a respectful and secure environment at all times.

**Yours sincerely,**

Robert Powell

**Robert Powell  
Games Haven UK**